

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-22-47

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
24	24	0	Pass	NA

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



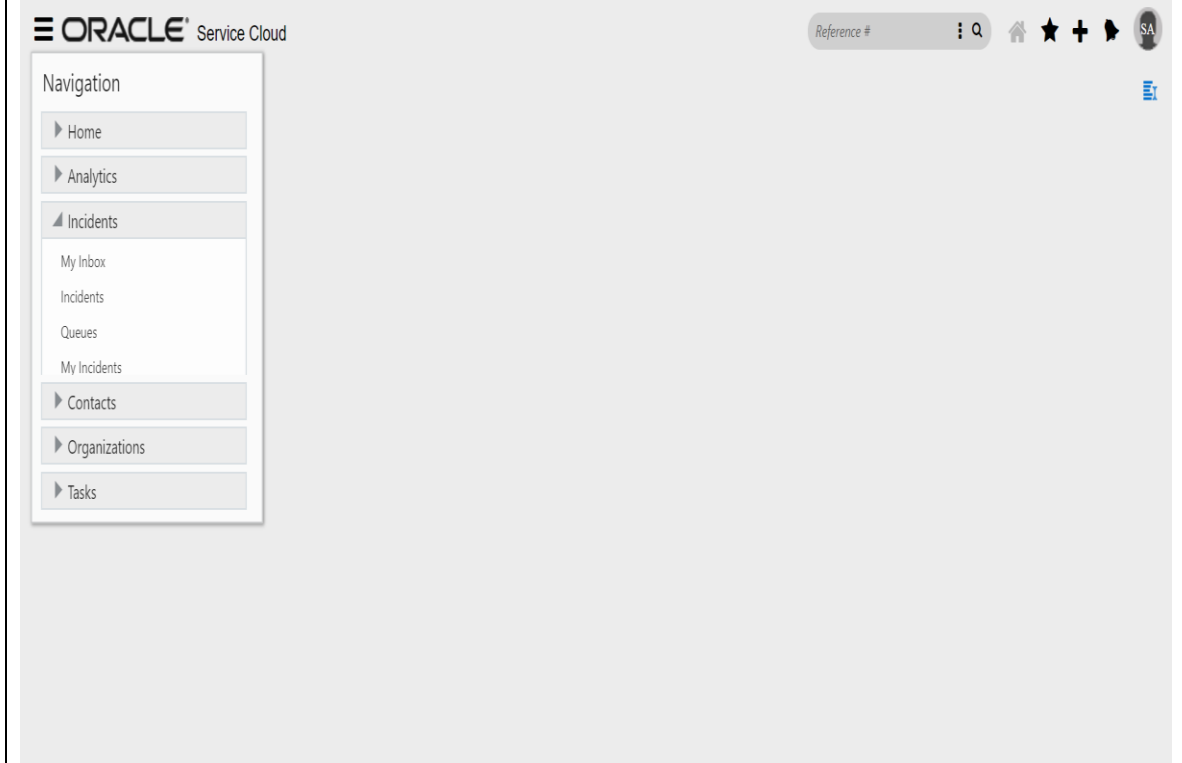
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



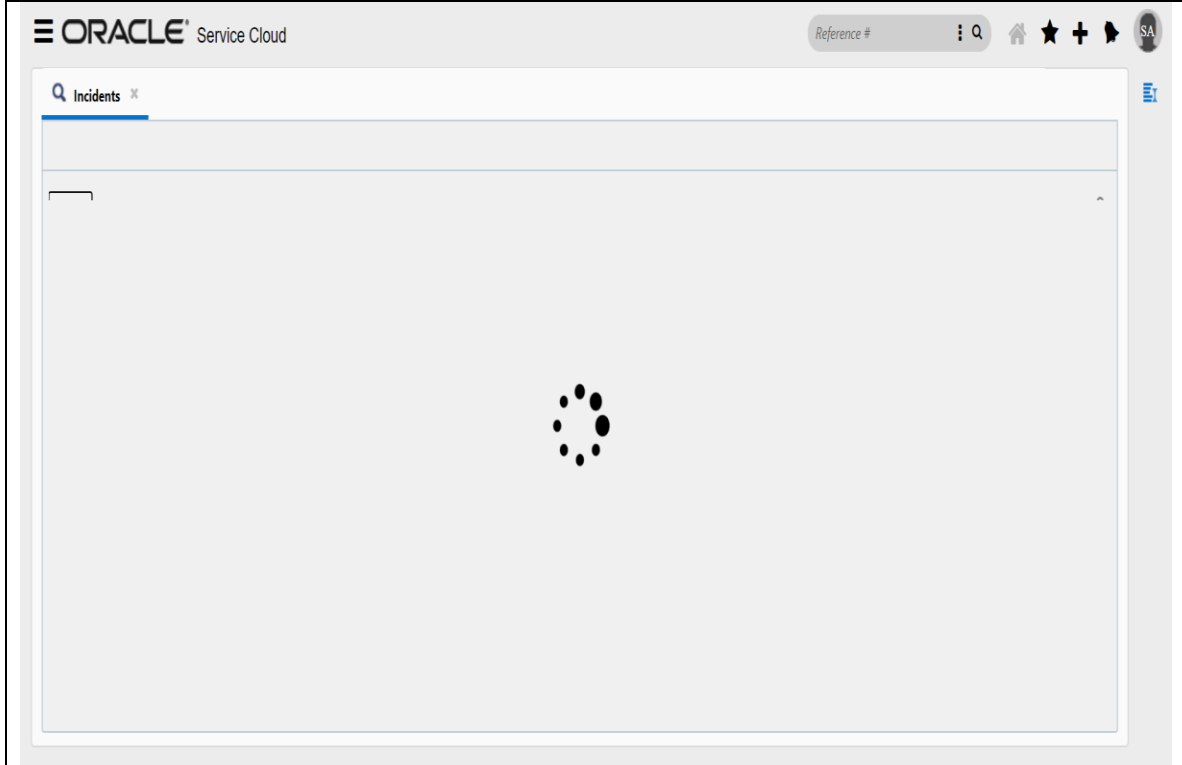
Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



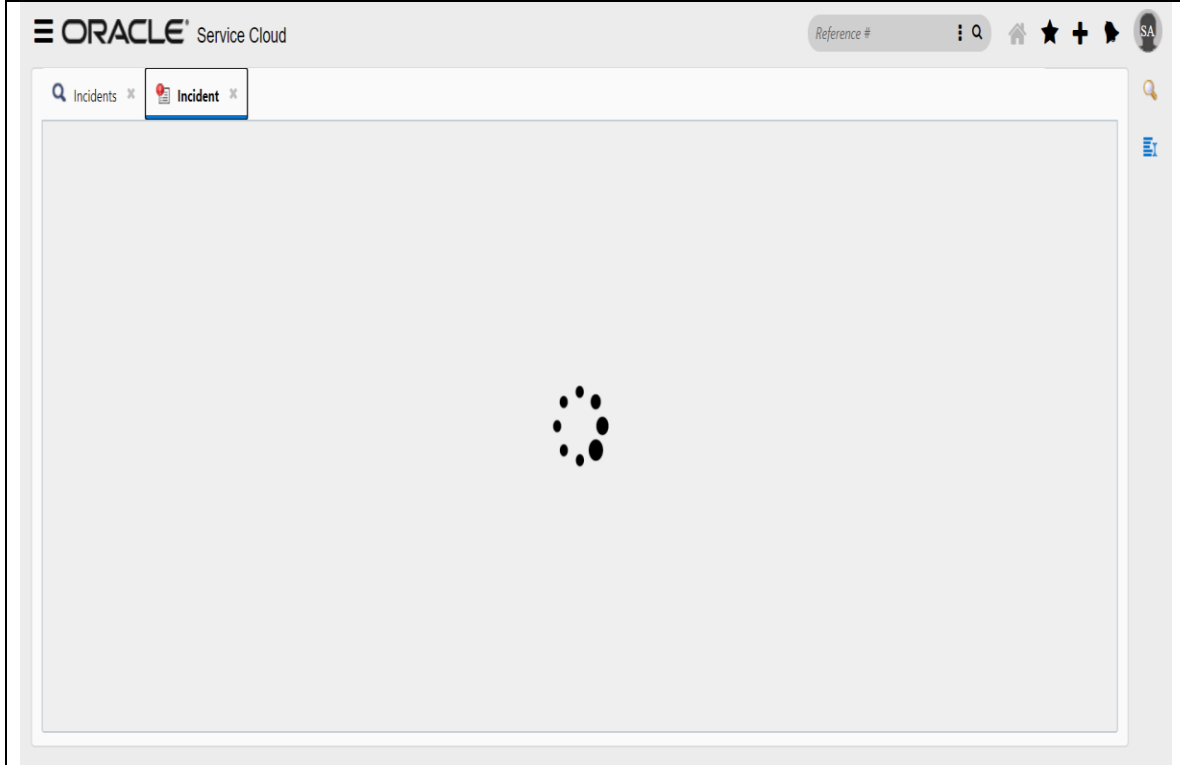
Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main header shows 'Incidents' and the incident ID '200810-000053'. Below this, a toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The 'Messages' tab is selected, showing a sub-header with 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' section has buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry', along with a 'Filter' dropdown and a 'Newest first' sort option. The email composition area is visible, showing 'To: abhi552@gmail.com', 'Cc:', and 'Bcc:' fields. A green bar at the top of the email section indicates 'Sys Agent' and 'Email' status, with a 'Draft Mode' label. A loading spinner is present in the Bcc field area.

Step No:6

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, there's a tab bar with 'Incidents' and '200810-000053'. A toolbar contains 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' icons. A navigation menu includes 'Summary', 'Messages' (selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the menu, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and 'Newest first' sort option are also present. The main content area shows a draft email in 'Draft Mode' with a green header bar. The email is addressed to 'abhi552@gmail.com'. The body of the email contains the text: 'We are working on your issue and we will get back to you.' A rich text editor toolbar is visible above the text area, featuring options for font, size, bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, and insert link.

Step No:7

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows 'Incidents' and a specific incident ID '200810-000053'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A horizontal menu bar contains tabs for 'Summary', 'Messages' (which is selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the menu bar, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry', along with a 'Filter' dropdown. A green banner indicates 'Sys Agent' and 'Email' in 'Draft Mode'. The email header shows 'To: abhi552@gmail.com' and empty fields for 'Cc' and 'Bcc'. A rich text editor toolbar is visible with options for font, size, bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, and insert. The email body contains the text: 'We are working on your issue and we will get back to you.' A context menu is open on the right side of the interface, showing options: 'Send', 'Forward', 'Copy', 'Propose', and 'Best Answers'.

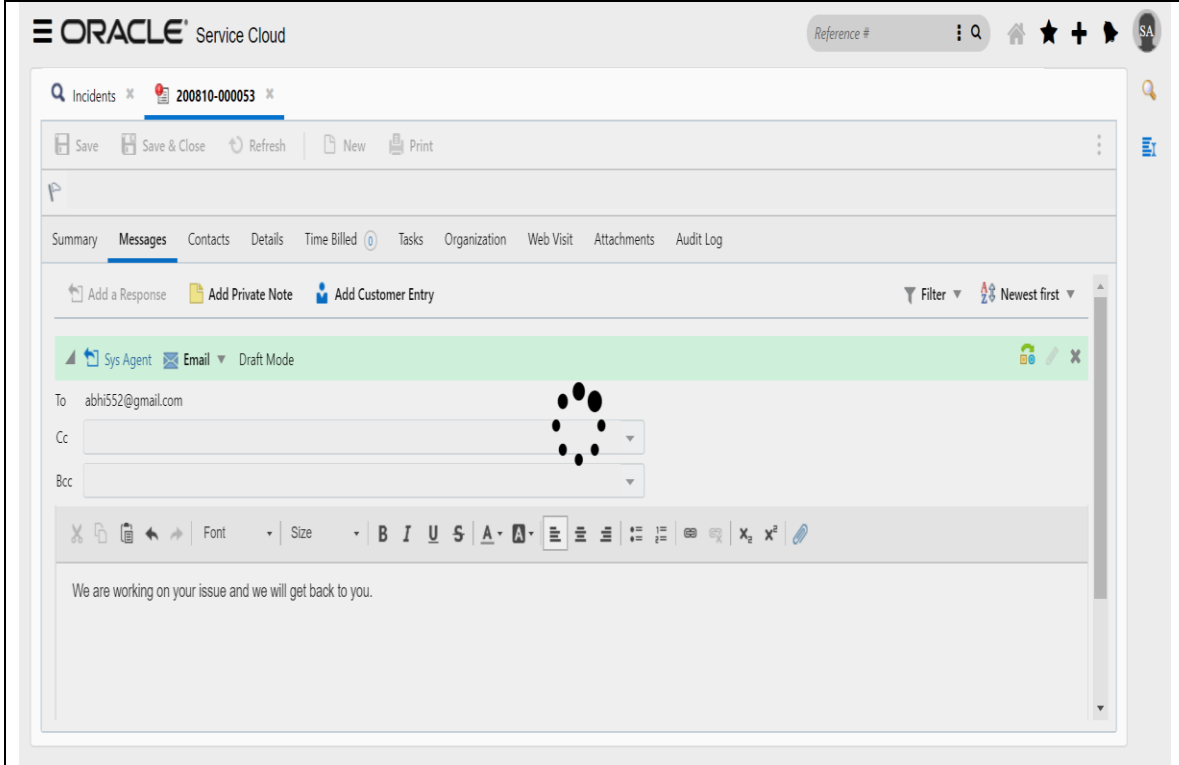
Step No:8

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



Step No:9

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows an incident record for '200810-000053'. The incident is titled 'Incidents' and has a status of 'Open'. The record includes a 'Summary' tab and a 'Messages' tab. The 'Messages' tab is active, showing a message from 'Sys Agent' dated '08/10/2020 08:23 PM' with the text 'We are working on your issue and we will get back to you.' The interface also features a sidebar with navigation icons and a top bar with user profile information.

Step No:10

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

 **ORACLE** Service Cloud

Reference #



SA



